



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

### DIVISION OF DEVELOPMENTAL DISABILITIES

## Member Update - March 2024

### March is Developmental Disabilities Awareness Month

Developmental Disabilities are highlighted in March throughout the United States and the world. This is done to promote inclusion and respect for people with a developmental disability. It is an opportunity to highlight the positive impact people with developmental disabilities have in their communities. The [National Association of Councils on Developmental Disabilities \(NACDD\)](https://nacdd.org/ddam1/) has designated the theme for 2024 as “A World of Opportunities”. Visit the NACDD website to learn more, <https://nacdd.org/ddam1/>.

### Parents as Paid Caregivers Program

On February 16, 2024, AHCCCS received approval from the Centers for Medicare and Medicaid Services (CMS) to pay parents as caregivers of their minor children with disabilities who are enrolled in the Arizona Long Term Care System (ALTCS). This flexibility was temporarily added during the COVID-19 Public Health Emergency. The benefit is now a permanent feature of the ALTCS program. This program applies to Attendant Care and Habilitation-hourly. Parents providing either of these services must meet the Direct Care Worker criteria. AHCCCS and the Division will provide more details about any changes to the current program because of the CMS approval over the next few months. For more information see the AHCCCS [Fact Sheet](#) and [Parents as Paid Caregivers web page](#).

### How Parents Can Become Direct Care Workers (DCW)

A parent who wants to be a DCW must meet these qualifications:

- Be at least 18 years old.
- Have the following documents:
  - Proof of training in Article 9.
  - Proof of training in CPR/ First Aid.
  - Proof of completing DCW Training.
  - Proof of training in the delivery of habilitation services.
  - Proof that he/she sent a request for a fingerprint clearance card. A fingerprint clearance card is not needed if the parent is providing only Attendant Care and lives in the same home as the member.
  - Background check approval from the Department of Child Safety (DCS) Central Registry and the Adult Protective Services (APS) Registry.
- Be trained on and follow the Qualified Vendor’s requirements.

Qualified Vendors can help a parent become a Direct Care Worker if their child needs Attendant Care or Habilitation-Hourly.

# General Election November 2024

On Tuesday, November 5, 2024, the United States will hold the next General Election. Voting is an important civil right and civic duty. Voting allows you to let your voice be heard and helps shape the future of Arizona and the United States. The following are the requirements to register to vote:

- You must be a United States citizen.
- You must be a resident of Arizona and the county listed on your registration.
- You must be 18 years of age or older on or before the day of the next regular General Election (November 5, 2024).

## Registration Deadlines

- **You must register to vote by July 1, 2024**, to vote in the Primary Election.
- **You must register to vote by October 7, 2024**, to vote in the November General Election.

You can register to vote using one of these methods:

- Online – If you have an Arizona Driver's License and/or an Arizona non-operating I.D. card issued by the Motor Vehicle Division (MVD) you may register to vote through [Service Arizona EZ Voter Registration](#).
  1. Select your language preference, then click "Begin/Update Voter Registration".
  2. Verify your voter eligibility.
  3. Enter your information in the required fields.
  4. Verify your address information.
  5. Select your party preference.
- By Mail – You can print a [Voter Registration Form \(PDF\)](#). Fill out the printed form with your new information. Mail the completed form to your [County Recorder's Office](#) and your information will be processed.
- In-Person – You may visit your [County Recorder's Office](#) and fill out a registration form in person.

You can find more information about voting, and requirements to register and voting locations online at <https://azsos.gov/elections/voters>. Disability Rights Arizona, formerly the Arizona Center for Disability Law, is the Protection and Advocacy for Voting Access (PAVA) program for Arizona. Learn more about your rights at <https://www.azdisabilitylaw.org/voting-rights-information/>.

## Positive Behavioral Support Training

The Division partnered with Raising Special Kids (RSK) to develop new training for family members and caregivers. It's called Positive Behavior Support (PBS). PBS is evidence-based and inclusive. It promotes empathy and sensitivity. It also teaches person-centered care.

### Why enroll in PBS training?

- It offers tools that support people with challenging behaviors. These resources improve members' quality of life.
- It helps improve communication with members.
- It helps them teach members social skills and independence.
- It builds caregiver confidence to support members with challenging behaviors.
- This supports stronger relationships.

This DDD PBS training is a total of eight (8) hours. It will be offered on different days and times. PBS training will be offered in English and Spanish. It will also be available in other languages upon request. PBS training is offered at no cost to families and caregivers.

Learn more about PBS on the [Positive Behavior Support Informational webpage](#).

The PBS training will:

- Inform on the history of treatment of individuals with developmental disabilities and the impact on their quality of life.
- Teach the importance of making one's own choices
- Explore the foundations of behavior. This includes how trauma and Adverse Childhood Experiences shape brain development and behavior.
- Educate on basic needs, rights, and communication.
- Teach how to identify behavior and recognize what influences it.
- Identify tools and resources to support individuals.

## PBS Training Details and Schedule

The PBS training will be offered once per month on different days and times. The first training will be on April 11 and 12, 2024. Visit the [Raising Special Kids website](#) to register for an upcoming PBS training.

Questions can be submitted to Wendi Scharnhorst at Raising Special Kids.

Wendi Scharnhorst

Director, Project Development

Raising Special Kids

602-242-4366

[info@raisingspecialkids.org](mailto:info@raisingspecialkids.org)

## Health Insurance Portability and Accountability Act (HIPAA) Complaints

A Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) complaint is a complaint you can file if someone told another person your Personal Health Information without asking you. You may file a HIPAA complaint if you believe any of these things have happened to you:

- Someone who works for the Department of Economic Security (DES) Division of Developmental Disabilities (DDD) or with DES as a Business Associate, like your provider staff, used your PHI outside of the reasons listed above without your written approval.
- You did not receive a Notice of Privacy Practices from a DES Business Associate that says you have the right to say yes or no when providers' staff share your PHI.
- DES or a Business Associate of DES denied or said no to your request to see your PHI or access was not provided in the time frame required by the Privacy Rules.
- A DES Business Associate failed to give you the number of times your PHI was shared with others. The privacy rule requires the provider to keep a record of who they shared your PHI with.
- DES or a Business Associate of DES denied your request to change your PHI.
- DES or a Business Associate of DES denied your request to restrict your PHI.
- DES or a Business Associate of DES denied your request for communication in an alternate format or location.

- Any other Privacy violation.

HIPAA violations can be reported online at <https://des.az.gov/file-hipaa-complaint-protected-health-information-phi>.

## **Volunteer for the DDD Member Advocacy Council**

DDD announced the formation of its new Member Advocacy Council called the MAC in the January OIFA Update. The MAC is looking for volunteers who are members enrolled with the Division and are receiving or have received DDD services. Family members are also needed to volunteer. DDD wants the MAC to include a wide variety of individuals.

Complete this [DDD Member Advocacy Council Volunteer Information Form](#) if you are interested in joining the MAC. The Division's Member Advocacy Council committee will notify volunteers who are selected.

The purpose of the MAC is to gather input and discuss issues and barriers members face. The MAC will problem solve and look for ways to improve service delivery. The MAC will also provide input for agenda topics at future public town hall events.

The MAC will meet virtually once every three months. This means if you volunteer and are selected to participate, you can join the meetings using a computer or smartphone.

## **SAFETY CORNER**

### **Save a Life: Learn to Swim, Follow 5 Steps to Water Safety**

Learning to swim is one of life's pleasures. It is also a life-saving skill.

Each year, thousands of people drown. Arizona has the third-highest drowning rate in the country. Most often, those deaths could have been prevented with a few steps:

1. Learn to swim, or help others learn to swim. Swim schools in Arizona offer swimming lessons for all ages, and many include lessons for children or adults with disabilities. Ability 360, an organization that works with people with disabilities, has a Phoenix location with swimming lessons at 5031 E. Washington St. Other swimming schools and programs offer classes as well.
2. Watch. Be sure an adult is always watching children and those with disabilities when they are around bathtubs, hot tubs, pools, lakes, rivers, or the beach. If a lifeguard is available, even better. Never leave anyone unattended around water. It is best to have someone nearby that knows CPR (cardiopulmonary resuscitation).
3. Prevent. Make sure children or those with disabilities cannot wander into areas with pools or lakes. Here in Arizona, some areas have irrigation canals. Many of these do not have fences around them. Fences with locking and self-closing gates need to surround pools or other water areas to stop children or others who cannot swim from getting into the water.
4. Wear a life jacket. These jackets can save the lives of those who do not know how to swim. The jackets can be worn as an extra safety measure whenever a young one or person with disabilities is around water. But do not depend on lifejackets alone. Swimmies and floating toys are not life jackets.
5. Be aware. The best way to avoid drowning is to watch those around the water. Never leave a child or person with disabilities alone in or near water, not even for a moment. When watching others in the water, do not let activities (reading, cell phone, talking with another person

nearby) take your attention away from watching those in or near water.

Each year, children between 1 and 4 years old are the most at risk of drowning. The organization called Stop Drowning Now, reports that:

- In the U.S., about 4,000 people drown per year. That is an average of 11 fatal drownings per day.
- Drowning is the number one cause of death for children ages birth to 4 years old.

## Public Town Hall Meetings

DDD hosts town hall meetings for members, families and providers. You can join via the Internet or by telephone. Attendees can also ask questions. **The next town hall will be on Thursday, April 4, 2024.** Visit <http://bit.ly/dddtownhall> for details to join.

## Community Resources

DDD has information for local, state, and national groups that support members and their families. The DDD website has links to many of these groups that can assist with day to day tasks and other services that may not be covered by the Division. [Visit the community resources section of the DDD website to learn more](#) or the 2-1-1 Directory at <https://211arizona.org>.

## Arizona Warm Lines

Trained peer support specialists are available to provide help if you need it. These warm lines are available to all Arizonans ages 18 and older. Peer support specialists have lived experience with behavioral health challenges. They are trained to listen and support you.

Area Covered	Provider	Phone Number	Hours
All Arizona Counties	<a href="#">NAZCARE</a>	1-888-404-5530	4:30pm to 10:30pm Seven days per week
Central Arizona	<a href="#">Crisis Response Network</a>	602-347-1100	24 hours
Southern Arizona - Pima County	<a href="#">Hope, Inc</a>	520-770-9909	8am - 10pm Seven days per week, 365 days per year, holidays open 8am - 6pm
Southern Arizona - All Other Counties	<a href="#">Hope, Inc</a>	1-844-733-9912	8am - 10pm Seven days per week, 365 days per year, holidays open 8am - 6pm

The Family Involvement Center offers a warm line for family members. They offer support to family members that deal with behavioral health challenges. This service is also available at no cost.

- Statewide phone number: 1-877-568-8468
- Hours: Monday - Friday: 8:30am - 5:00pm

# Crisis Services

If you, a family member, or a friend have a mental health emergency, seek help right away. Trained crisis staff are available 24 hours a day, seven days a week to help via phone, text, or chat. The crisis lines are at no cost, confidential and open to anyone who needs help. For medical, police and fire emergency situations, always call 911.

## National 24-Hour Crisis Hotlines

### Phone

- 988 Suicide & Crisis Lifeline: 988
- National Substance Use and Disorder Issues Referral and Treatment Hotline: 1-800-662-HELP (4357)

### Text

- Text the word "HOME" to 741741
- Send a text to 988

### Chat

- Chat link for 988: <https://988lifeline.org/chat>

### Videophone

- Visit the [988 website](#) and look towards the bottom of the page where it states "ASL NOW."

### For TTY Users

- Use your preferred relay service or dial 711 then 988

For those who are Deaf, hard of hearing, DeafBlind, and late-deafened, and their families

- Contact [DeafLEAD](#), which provides 24-hour videophone access to crisis interpreters and crisis intervention services
  - Voice Phone: (573) 445-5005
  - Video Phone: (573) 303-5604
  - Text: HAND to 839863

## Arizona Statewide Crisis Hotline

- Phone: 1-844-534-4673 (HOPE)
- Text: 4HOPE (44673)
- Chat: [Chat with a Crisis Specialist](#)

## Suicide and Crisis Hotlines by County

- Apache County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Cochise County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Coconino County: Care1st, 1-877-756-4090
- Gila County: Mercy Care, 1-800-631-1314
- Graham County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Greenlee County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- La Paz County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Navajo County: Care1st, 1-877-756-4090
- Maricopa County: Mercy Care, 1-800-631-1314
- Mohave: Care1st, 1-877-756-4090
- Pima County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735



- Pinal County: Mercy Care, 1-866-495-6735
- Santa Cruz County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Yuma County: Arizona Complete Health - Complete Care Plan, 1-866-495-6735
- Yavapai County: Care1st, 1-877-756-4090
- Ak-Chin Indian Community: 1-800-259-3449
- Gila River Indian Community: 1-800-259-3449
- Salt River Pima Maricopa Indian Community: 1-855-331-6432
- Tohono O'odham Nation: 1-844-423-8759

### Especially for Teens

- Teen Life Line phone or text: 602-248-TEEN (8336)

### Especially for Veterans

- Veterans Crisis Line: 988 (press 1)
- Be Connected: 1-866-4AZ-VETS (429-8387)

## Report Fraud, Waste or Abuse

Medicaid fraud, waste and abuse (FWA) are crimes. Report fraud, waste, and abuse right away. You will not get in trouble or lose services if you report any suspected fraud, waste, or abuse.

### You can report FWA to DDD by:

- Calling DDD at 1-877-822-5799
- Sending an email to [dddfwa@azdes.gov](mailto:dddfwa@azdes.gov)
- Sending a letter to DES/DDD, Attn: Corporate Compliance Unit, 1789 W Jefferson St., Mail Drop 2HA1, Phoenix, AZ 85007
- Completing this [online form](#).

### You can also report FWA to AHCCCS

- AHCCCS online reporting form for FWA: <https://www.azahcccs.gov/Fraud/ReportFraud/onlineform.aspx>
- Provider Fraud
  - In Arizona: 602-417-4045
  - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- Report Member Fraud:
  - In Arizona: 602-417-4193
  - Outside Arizona: 1-888-ITS-NOT-OK (1-888-487-6686)
- If you have questions about AHCCCS fraud, abuse of the program, or abuse of a member, email the AHCCCS Office of Inspector General (OIG) at [AHCCCSFraud@azahcccs.gov](mailto:AHCCCSFraud@azahcccs.gov).

## Stay Up to Date

Previous versions of OIFA newsletters are available to view on DDD's website. Visit the [Member Services](#) page and click on the "Member Newsletters" section.

## DDD is Here to Help

Please contact your Support Coordinator or the DDD Customer Service Center at 1-844-770-9500 ext. 1 (TTY/TDD 711) if you have questions.

Call the DDD Customer Service Center at 1-844-770-9500 ext. 1, TTY/TDD 711, to ask for this material in other formats. Language help is available at no cost to you.